Work Flow Chart of CGRF Level-1 And CGRF level-II(Consumer Grievance Redressal Forum)

ANNEXURE-XIX

Initially Complaints are lodged at SDO Level (Any kind of Grievance as mentioned in the Standards of performance)

Sub-Division Officer will analyse the complaint & if necessary, verifies the installation with rating / Section officer. Revenue report and check energy consumption calculation and billing. If necessary, will perform the Mahajer and furnish the report

Call for Provision Notice to concerned complainant within 15 days from date of acceptance of the complaint

Argument made by the Complainant & issue speaking order to Complainant within 30 days not more than 45 days from the date of receipt of the complaint

If Consumer not satisfied by the order passed by the Sub-divisional officer OR if no response / inadequate response from the S/D officer, submit his Grievance to the CGRF-1 in Form-A within 3 months from the date on which grievance is redressed.

Grievances w.r.t Electrical Accident & Theft cases are excluded in the CGRF Complaints

Weather complaint applied within 3 months

Provided that the Forum may for sufficient cause condone the delay in filling the complaint

A copy of complaint shall be forwarded to the concerned Sub-Division Officer within 3 working days, so as to facilitate for the response on grievance.

The S/D Officer shall furnish Para-wise comments on the grievance within 15 days of the intimation from the Forum.

The Forum shall notify in writing the parties of the date of hearing of the grievance, giving sufficient advance notice

In hearing, answering the points raised in the Objection by the Consumer & Considering the Submission made by the Sub-Division Officer.

Call for further any information/ /Evidence/Documentary from the Licensee/Complainant and pass the interim order

After obtaining additional information, again call for personnel hearing and finally pass the Orders to Complainant as well Sub-Divisional Officer (Resolve the complaint within a maximum period) of 60 days)

If consumer is not satisfied, complainant can appeal to CGRF-II within 30 days from the date of receipt of the order passed by CGRF-1 in the prescribed format-A

Provided that the Forum may for sufficient cause condone the delay in filling the complaint

CGRF revenue district shall be inform from the date of receipt of complaint at CGRF level-2 within 3 working days

Forum shall notify the parties (Chairperson /S/D Officer / Complainant) of the date of hearing grievances

The CGRF at Corporate level shall resolve the grievances within a maximum of 30 days

If consumer is not satisfied, consumer can appeal to Ombudsman within 30 days from the date of receipt of the order of CGRF-II

OMBUDSMAN